

**What is Claimed is:**

1. A system for providing pharmacy services to a customer at a location where a live pharmacist is not available, said system comprising:
  - a pharmacy kiosk computer system including a videoconference arrangement, a document scanner and communication system; and
  - a servicing pharmacy computer system remotely located from the pharmacy kiosk computer system, the servicing pharmacy computer system including a videoconference arrangement and a communication system;
  - wherein the pharmacy kiosk computer system and the servicing pharmacy computer system are interconnected via their respective communication systems in a manner that enables a pharmacy service videoconference to be established between a customer located at the pharmacy kiosk computer system and a live pharmacist at the servicing pharmacy computer system and enables information scanned on the document scanner of the pharmacy kiosk computer system to be transmitted to the servicing pharmacy computer system for review by the live pharmacist.
2. The system for providing pharmacy services of claim 1, wherein the pharmacy kiosk computer system further includes a payment

scanner which enables payment information for the pharmacy service to be transmitted from the pharmacy kiosk computer system to the servicing pharmacy computer system.

3. The system for providing pharmacy services of claim 1, wherein the pharmacy kiosk computer system is located in a store having a pharmacy, and the pharmacy kiosk computer system is designed for use when the store is open but the pharmacy located in the store is closed.

4. The system for providing pharmacy services of claim 3, wherein the servicing pharmacy computer system is located at a pharmacy and is designed for use by a pharmacist working at the pharmacy.

5. The system for providing pharmacy services of claim 1, wherein the document scanner on the pharmacy kiosk computer system is operable to scan prescriptions, wherein upon scanning the prescription an image file containing the prescription information is transmitted to the servicing pharmacy computer system.

6. The system for providing pharmacy services of claim 5, wherein the document scanner is operable to scan identification information and insurance information, wherein upon scanning, the identification information and insurance information is transmitted to the servicing pharmacy computer system.

7. The system for providing pharmacy services of claim 5, wherein the servicing pharmacy computer system is operable to display to the pharmacist the image file containing the prescription information.

8. The system for providing pharmacy services of claim 5, wherein the servicing pharmacy computer system includes a printer for enabling the image file containing the prescription information to be printed.

9. The system for providing pharmacy services of claim 1, wherein the pharmacy kiosk computer system includes a handset that includes a speaker in an ear piece and a microphone in a mouth piece for enabling private communications with the live pharmacist during the pharmacy service videoconference.

10. The system for providing pharmacy services of claim 1, wherein the videoconference arrangement on both the pharmacy kiosk computer system and the servicing pharmacy computer system includes a camera, a speaker and a microphone.

11. The system for providing pharmacy services of claim 1, wherein the pharmacy kiosk computer system includes a touchscreen that can be used by the customer to activate and to interact with the pharmacy kiosk computer system.

12. The system for providing pharmacy services of claim 1, wherein, upon activation of the pharmacy kiosk computer system by a customer, an indication is provided by the servicing pharmacy computer system to the live pharmacist that a customer at the pharmacy kiosk computer system is requesting pharmacy services.

13. The system for providing pharmacy services of claim 1, wherein the pharmacy kiosk computer system includes a motion sensor that activates an attract mode on the pharmacy kiosk computer system when a potential customer is within a predetermined distance from the pharmacy kiosk computer system.

14. The system for providing pharmacy services of claim 1, wherein the pharmacy kiosk computer system and the servicing pharmacy computer system are interconnected via their respective communication systems using a high-speed telephone connection.

15. The system for providing pharmacy services of claim 1, wherein the pharmacy kiosk computer system and the servicing pharmacy computer system are interconnected via their respective communication systems using the Internet.

16. The system for providing pharmacy services of claim 1, further including a plurality of said pharmacy kiosk computer systems at different

locations, wherein each of said plurality of pharmacy kiosk computer systems are interconnected with the servicing pharmacy computer system, thereby enabling the live pharmacist at the servicing pharmacy computer system to service customers at the different locations.

17. A method of providing pharmacy services to a customer at a location where a live pharmacist is not available, said method comprising:

- providing a pharmacy kiosk computer system at a first location for use by the customer needing pharmacy services;
- providing a servicing pharmacy computer system for use by a pharmacist at a second location remote from the first location;
- establishing a pharmacy services videoconference between the customer at the pharmacy kiosk computer system and the pharmacist at the servicing pharmacy computer system;
- conducting a videoconference between the customer and the pharmacist;
- providing information from the customer to the pharmacist in order to enable the pharmacist to service the customer; and
- ending the pharmacy services videoconference.

18. The method of claim 17, wherein providing information from the customer to the pharmacist includes scanning a prescription at the

pharmacy kiosk computer system and transmitting the prescription information to the servicing pharmacy computer system.

19. The method of claim 18, wherein providing information from the customer to the pharmacist further includes scanning an identification of the customer at the pharmacy kiosk computer system and transmitting the identification information to the servicing pharmacy computer system.

20. The method of claim 19, wherein providing information from the customer to the pharmacist further includes scanning insurance information for the customer at the pharmacy kiosk computer system and transmitting the insurance information to the servicing pharmacy computer system.

21. The method of claim 19, wherein providing information from the customer to the pharmacist further includes scanning payment information at the pharmacy kiosk computer system and transmitting the payment information to the servicing pharmacy computer system.

22. The method of claim 17, wherein providing information from the customer to the pharmacist includes scanning at least one of prescription information, identification information, insurance information and payment information at the pharmacy kiosk computer system and transmitting the scanned information to the servicing pharmacy computer system.

23. The method of claim 22, further including receiving delivery instructions from the customer during the pharmacy services videoconference.

24. The method of claim 23, further including filling or refilling a prescription for the customer based on information received by the pharmacist from the customer using the pharmacy kiosk computer system.

25. The method of claim 24, further including delivering the filled or refilled prescription to the customer in accordance with delivery instructions received from the customer during the pharmacy services videoconference.

26. The method of claim 24, further including obtaining an original prescription from the customer upon delivery of a filled prescription.

27. The method of claim 17, further including providing a plurality of said pharmacy kiosk computer systems at different locations, wherein each of said pharmacy kiosk computer systems is operable to establish a videoconference with the servicing pharmacy computer system.